ONECONNECT
A GLOBALIVE COMPANY

SIP TRUNKING PORTAL

User Guide

October 6, 2014
Version: 1.2

48 Yonge Street, Suite 1200 | Toronto, Ontario | M5E 1G6 T: 866-432-7437 F: 888-347-7650 oneconnect.ca

ONECONNECT
A GLOBALIVE COMPANY

Table of Contents

1 INTRODUCTION 3
2 CONFIGURING INDIVIDUAL PHONE NUMBERS 4
2.1 Configuring a Call Forward 4
2.2 Configuring a Per DID Failover Number 5
3 CONFIGURING SIP TRUNKS 5
3.1 Enable/Disable a SIP Trunk 5
3.2 Change your Trunk's IP Address 5
3.3 Increase/Decrease Channel Count 5
3.4 Failover 6
3.4.1 Call Forwards and Failover 7
3.4.2 Manual Failover of a Trunk 7
3.4.3 Configure Failover Type 8
4 VIEWING FAILOVER LOGS 8

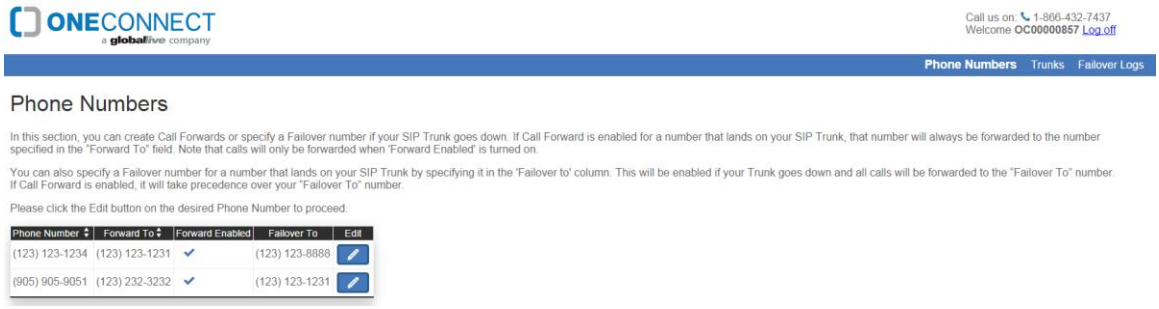
1 INTRODUCTION

The OneConnect SIP Trunking Portal allows you to modify and configure your existing SIP Trunks. In this latest release, the portal has been redesigned and simplified. Configuration is now separated into three different tabs: Phone Numbers, Trunks and Failover Logs.

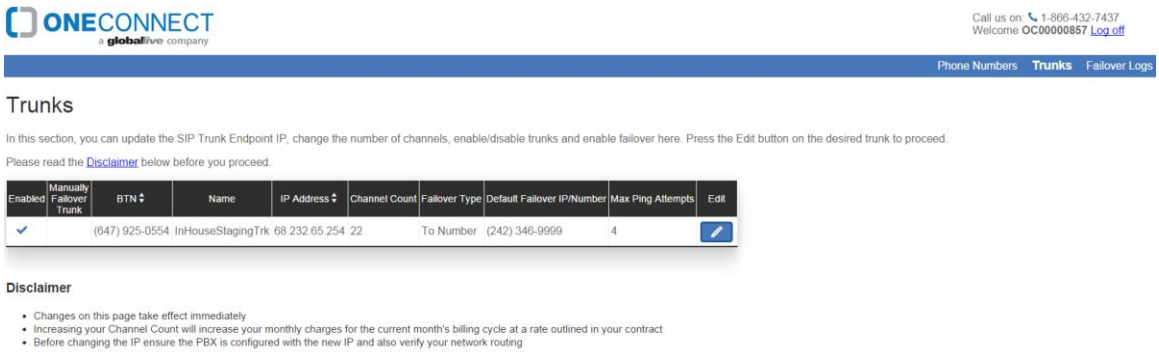
The new portal can be found at: https://siptrunking.oneconnect.ca
Login requires your OneConnect CustomerID. There is also a link directly from the OneConnect MyAccount Portal.

A sample of the screens is shown below:

Phone Numbers Configuration:


ONECONNECT
a globalive company
Call us on: 1-866-432-7437
Welcome OC00000857 Log off
Phone Numbers Trunks Failover Logs
Phone Numbers
In this section, you can create Call Forwards or specify a Failover number if your SIP Trunk goes down. If Call Forward is enabled for a number that lands on your SIP Trunk, that number will always be forwarded to the number specified in the "Forward To" field. Note that calls will only be forwarded when 'Forward Enabled' is turned on.
You can also specify a Failover number for a number that lands on your SIP Trunk by specifying it in the 'Failover to' column. This will be enabled if your Trunk goes down and all calls will be forwarded to the "Failover To" number. If Call Forward is enabled, it will take precedence over your "Failover To" number.
Please click the Edit button on the desired Phone Number to proceed.
Phone Number
Forward To
Forward Enabled
Failover To
Edit
(123) 123-1234
(123) 123-1231
(123) 123-8888
(905) 905-9051
(123) 232-3232
(123) 123-1231

Trunk Configuration:


ONECONNECT
a globalive company
Call us on: 1-866-432-7437
Welcome OC00000857 Log off
Phone Numbers Trunks Failover Logs
Trunks
In this section, you can update the SIP Trunk Endpoint IP, change the number of channels, enable/disable trunks and enable failover here. Press the Edit button on the desired trunk to proceed.
Please read the Disclaimer below before you proceed.
Enabled
Manually Failover Trunk
BTN
Name
IP Address
Channel Count
Failover Type
Default Failover IP/Number
Max Ping Attempts
Edit
(647) 925-0554
InHouseStagingTrk
68.232.65.254
22
To Number
(242) 346-9999
4
Disclaimer
Changes on this page take effect immediately
Increasing your Channel Count will increase your monthly charges for the current month's billing cycle at a rate outlined in your contract
Before changing the IP ensure the PBX is configured with the new IP and also verify your network routing

View Failover Logs:

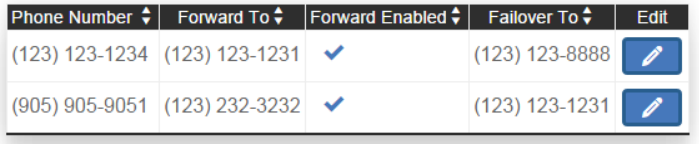
The following sections will explain how to configure and change your OneConnect SIP Trunk settings.

2 CONFIGURING INDIVIDUAL PHONE NUMBERS

To configure individual phone number settings, please login to the portal and click on the "Phone Numbers" tab.

2.1 Configuring a Call Forward

A Call Forward will automatically redirect a call destined to your SIP Trunk to another number that you specify. Call Forwards can be enabled and disabled whenever a user chooses too.



If Call Forward is enabled for a number, that Phone Number will always be forwarded to the "Forward To" number. To configure a Call Forward:

- Click 'Edit' on an existing Phone Number and enter a new number in "Forward To" column.
- Ensure that the "Forward Enabled" switch is turned on.

To disable a Call Forward:

- Turn the "Forward Enabled" switch to off.

2.2 Configuring a Per DID Failover Number

Customers are given the ability to configure a Failover Number in the “Failover To” field. If a Failover number is specified, when your Trunk is operational, calls will be sent as normal. If your Trunk is down, then calls will be forwarded to the “Failover To” number. If Call Forward is enabled for that number, it will take precedence over your “Failover To” number even when a failure occurs.

3 CONFIGURING SIP TRUNKS

To configure individual SIP Trunk settings, please login to the portal and click on the “Trunks” tab.

3.1 Enable/Disable a SIP Trunk

You can easily enable/disable a SIP Trunk from the portal. To begin:

- Click 'Edit' on an existing SIP Trunk and turn the “Enabled” switch to “Yes” or “No”.

If a SIP Trunk is disabled, no calls destined for the trunk will complete successfully.

3.2 Change your Trunk's IP Address

The Portal allows you to manually change the IP address of your SIP Trunk endpoint. To do so:

- Click 'Edit' on an existing SIP Trunk
- In the IP Address field, specify the new IP Address of your PBX or SIP Endpoint.

The update will take around 15 minutes on the backend system before it is completely changed. Please ensure that your PBX is configured with the new IP for the Trunk to come alive.

3.3 Increase/Decrease Channel Count

Customers now have the ability to increase/decrease their channel count on the fly. By default, the channel count will be set to the number of channels agreed upon during installation of the SIP Trunk. This will become the minimum committed channel count number and you will not be able to drop below this value.

The maximum channel count can be increase to 1.5 times the minimum channel count. Changes can be done at any time during your billing cycle. If you need to increase the channel count beyond 1.5x, please contact OneConnect Provisioning directly.

For example, if you sign up for 20 SIP Trunk channels, minimum channel count will be 20. During the month, you can increase your channel count up to 30 (20 x 1.5) via the portal. This means your count can go from 20 to 25, then again up to 28, then back down to 21 and back up to 29. At the end of the month, you will be billed for the highest number of channels used for that month (29 in this example). If you want to make sure you don't get billed for the higher number of channels for the next month and only want 22, then you will need to make a change at the beginning of the month to drop the channel count from 29 back down to 22.

To modify your channel count number:

- Click 'Edit' on an existing SIP Trunk
- Specify a new Channel Count number in the "Channel Count" field.

3.4 Failover

Trunk Failover allows your numbers to stay up and running even when your endpoint has become unavailable or unreachable by redirecting calls to other numbers or Trunks. Failover can be triggered either automatically or manually. The feature will allow a customer to perform the following failover types:

- DID Failover - Failover all DIDs on the Trunk to one number
- Trunk Failover - Failover the entire Trunk to another OneConnect SIP Trunk

DID and Trunk Failover are exclusive and you can only configure one at a time.

In a failover state, the maximum number of calls failed over are defined as follows:

- DID Failover – Limited to the number of channels allowed on the originating trunk
- Trunk Failover – Limited to the number of calls allowed on destination trunk

Trunk Failover is a free feature that is available to all SIP Trunking customers today. The only requirement for failover to work is to have a PBX that has SIP OPTIONS enabled.

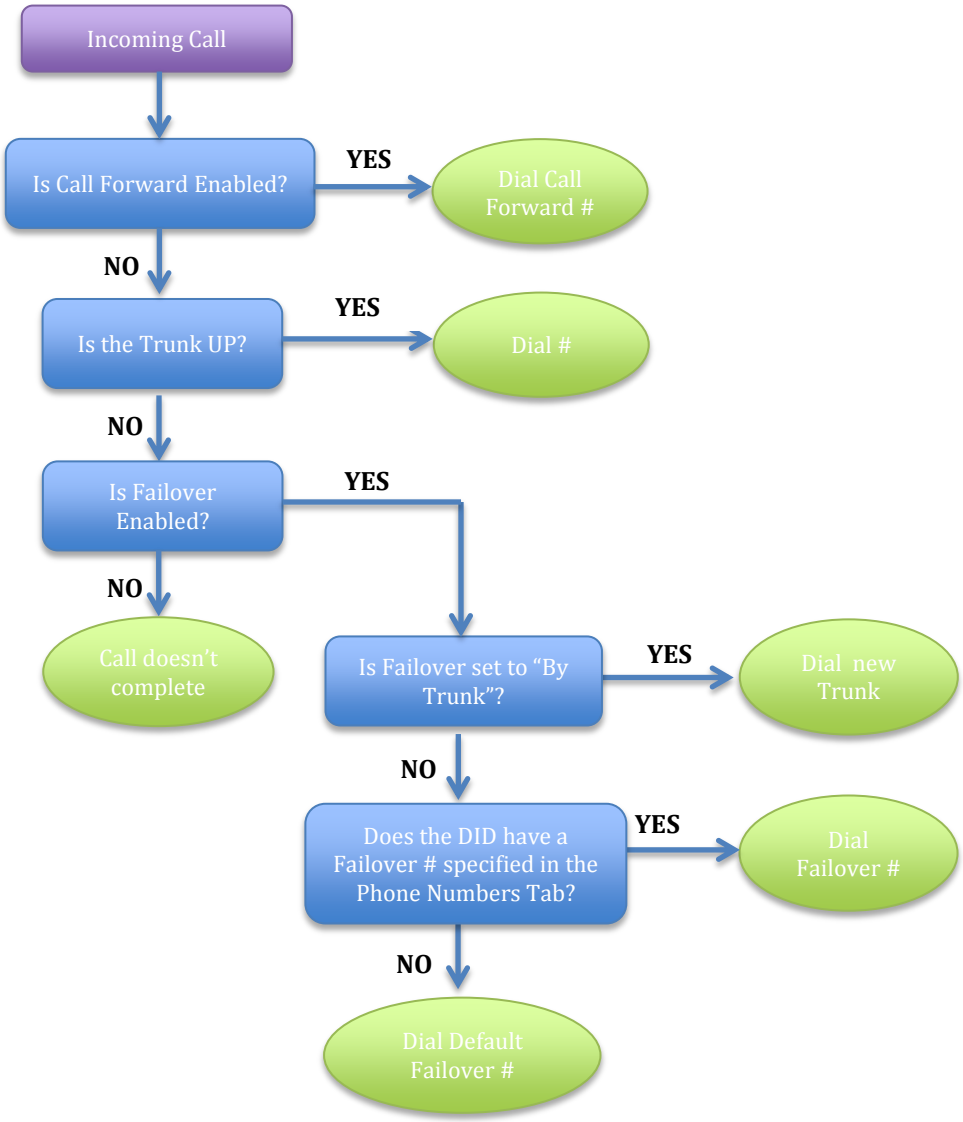
Automatic failover is triggered as follows:

- A trunk is deemed as failed based on the number of failed responses to the SIP OPTIONS PING messages received from a customer's PBX.
- An automatic process will monitor the SIP OPTIONS ping responses every 30 seconds and will enable/disable based on the "Max Ping Attempts" field which is configurable on the portal. The default is set to 3.
- When 3 consecutive pings are lost, the trunk is taken offline. The trunk continues to be monitored and is brought back online when 3 consecutive OK messages are received for the SIP OPTIONS PING.

Any modifications to failover will take around 15 minutes on the backend system before it is completely changed.

3.4.1 Call Forwards and Failover

If Call Forward is enabled for a DID, it will always take precedence over Failover settings. The Call Forward and Failover relationship can be easily explained using the image below.



3.4.2 Manual Failover of a Trunk

Manual failover can be triggered by enabling the "Manually Failover Trunk" field in the Portal under "Trunks".

3.4.3 Configure Failover Type

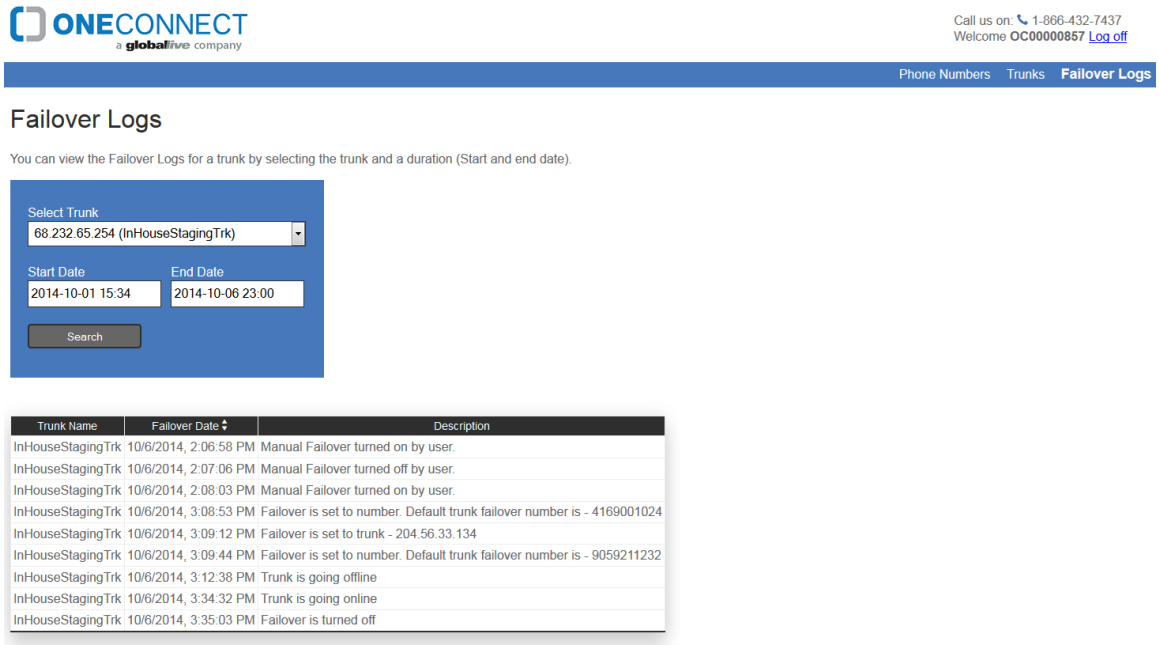
SIP Trunk Failover Type can be configured as follows:

- Click 'Edit' on an existing SIP Trunk
- In the “Failover Type” field, specify if you would like all your calls to be sent to another number by choosing “To Number”, or to another OneConnect SIP Trunk by choosing “To Trunk”.
- For “To Number”, specify your default failover Number. When a Trunk fails, all calls to your Trunk will be forwarded to the default failover Number unless you have specified a Per DID Failover number as detailed in Section 2.2 above.
- For “To Trunk”, select the IP Address of an existing OneConnect SIP Trunk.

4 VIEWING FAILOVER LOGS

Logs have now been conveniently added to the portal. Customers can view all information about the SIP Trunk with regards to failover (automatic or manual) such as:

- Manual Failover has been enabled by the user
- Trunk was detected as down and failover was initiated
- Trunk was brought back online
- Failover IP or number was changed.


ONECONNECT
a globalive company
Call us on: 1-866-432-7437
Welcome OC00000857 Log off
Phone Numbers
Trunks
Failover Logs
Failover Logs
You can view the Failover Logs for a trunk by selecting the trunk and a duration (Start and end date).
Select Trunk
68.232.65.254 (InHouseStagingTrk)
Start Date
2014-10-01 15:34
End Date
2014-10-06 23:00
Search
Trunk Name
Failover Date
Description
InHouseStagingTrk 10/6/2014, 2:06:58 PM Manual Failover turned on by user.
InHouseStagingTrk 10/6/2014, 2:07:06 PM Manual Failover turned off by user.
InHouseStagingTrk 10/6/2014, 2:08:03 PM Manual Failover turned on by user.
InHouseStagingTrk 10/6/2014, 3:08:53 PM Failover is set to number. Default trunk failover number is - 4169001024
InHouseStagingTrk 10/6/2014, 3:09:12 PM Failover is set to trunk - 204.56.33.134
InHouseStagingTrk 10/6/2014, 3:09:44 PM Failover is set to number. Default trunk failover number is - 9059211232
InHouseStagingTrk 10/6/2014, 3:12:38 PM Trunk is going offline
InHouseStagingTrk 10/6/2014, 3:34:32 PM Trunk is going online
InHouseStagingTrk 10/6/2014, 3:35:03 PM Failover is turned off

To view logs:

- Select the SIP Trunk you want to view logs for.
- Specify both a Start and End date and click on search.
- You can now sort the results based on Trunk Name of Date.

Based on what caused the Trunk to Failover, you may see the following descriptions:

- When user turns Manual Failover on: 'Manual Failover turned on by user.'
- When user turns Manual Failover off: 'Manual Failover turned off by user'
- If the Failover script detects the trunk is offline: 'Trunk is going offline'
- If the Failover script detects the trunk is back online: 'Trunk is going online'
- If user changes Failover type to Not Set: 'Failover is Turned off'
- If user changes Failover type to Failover to Trunk: 'Failover is set to trunk – 123.122.11.2'
- If user changes Failover type to Failover to Number: 'Failover is set to number. Default trunk failover number is – 4168190021'